



Customer Care Procedure and Policy Manual

March 5, 2004

Prepared by: Paul Staton
Virginia Department of Social Services
Division of Information Systems

Table of Contents

A. Computer Hardware, Software & Supplies Procurement	3
B. Minimum Specifications For New VADSS CPU Purchases	5
C. Adding Existing Equipment to State Inventory	6
D. Warranty Replacement.....	8
E. Break Fix Replacement Program	9
F. Dept. of Social Services - Supported Software.....	10
G. Request for Temporary Removal of Computer Equipment from Central Office.....	11
H. On-Line Help Desk Ticket Creation.....	11
I. Additional Information.....	12
J. Contact Information	14

A. Computer Hardware, Software & Supplies Procurement

1) Localities may obtain **Desktop Configurations** utilizing Commonwealth of Virginia contract(s) maintained by the Virginia Information Technology Agency.

*** **NOTE: VADSS specifications for Desktop Configurations are in Table 1** ***

To request a quote for Desktop Configurations from Gateway, please contact the following:

Gateway contract # VA-030801-GATE

Scott Comstock

VA, MD & DC Team Lead

1-800-211-4952, Option 1 or E-Mail: Scott.Comstock@gateway.com

Be sure to advise the Gateway representative that you are affiliated with the Virginia Department of Social Services, and that the equipment will be transferred to VADSS inventory upon deployment. Gateway will ship the equipment with the current VADSS Standard Software Image pre-installed and a VADSS asset tag affixed to both the CPU and Monitor.

To request a quote for Desktop Configurations from Dell, please contact the following:

Dell Contract # VA-010525-DELL

Dell Government Sales Team

1-800-981-3355 x65312

2) Localities are requested to contact the VADSS DIS Help Desk before purchasing **Laptop Configurations**, in lieu of the manufacturer/vendor. The Customer Care staff will obtain quotes for configurations that have been "tested" and "approved" for use with state supported applications.

To request a quote for a Laptop Configuration, please contact the DIS Help Desk:

VADSS Help Desk

1-800-223-8846

3) **Printer Solutions:** the Virginia Department of Social Services has been working closely with several state contract vendors to provide customized web-based solutions for computer hardware equipment. The following vendor has developed a website to feature VDSS authorized printer alternatives and provide aggressive pricing for a variety of consumables.

Please request quotes from this vendor and adhere to existing procurement policies when making any purchases.

Daly Computers: <http://www.daly.com/vadss/manufacturers.asp>

4) Localities may obtain **Microsoft Software Products** under the VADSS Enterprise License Agreement, for VADSS owned configurations (CPU must have a VADSS asset tag).

To request a quote for Microsoft Software Products, please contact the following:
Microsoft Government Sales Team
1-800-981-3355 x88021

5) Localities may obtain **Attachmate Software Products** under the VADSS Enterprise License Agreement, for VADSS owned configurations (CPU must have a VADSS Asset Tag).

To request a quote for new Attachmate software please contact the following:
Attachmate Government Sales Team
(440) 877-0460

***** NOTE: Software license and media purchases for locally owned PCs may be facilitated through this process, but the agency is responsible for the entire cost. *****

B. Minimum Specifications For New VADSS CPU Purchases

Minimum Specifications For New VADSS CPU Purchases

***** NOTE: If the selected vendor is not capable of providing Products and Services to comply with the specifications detailed below, the locality should contact an alternate vendor and advise the VADSS DIS Help Desk of the circumstances. *****

CPU	Pentium 4 Processor 2.0GHz
Memory	256MB 133MHz SDRAM
Hard Drive	20 GB
Floppy Drive	3.5" 1.44 MB Diskette Drive
CD-Rom	20x min / 48x max
Monitor	17" monitor
Video	32MB AGP Graphics Accelerator
Keyboard	104+keyboard
Mouse	PS/2 wheel mouse + mouse pad
Sound System	Integrated Sound Blaster compatible audio
Expansion Slots	3 PCI and 1 AGP
Warranty	5 year parts and labor, onsite, for hardware and software.
VADSS Asset Tag	The vendor must ship the CPU and Monitor with the VADSS Asset Tag affixed to each component.
VADSS Asset Management	The vendor must provide VADSS with a customized report detailing invoice and delivery details for each CPU and Monitor within thirty(30) days of shipment.
VADSS Standard Software Image Installation.	The vendor must install the VADSS Standard Software Image and update the "BIOS" of each CPU with the VADSS Asset Tag Number.

Table 1

C. Adding Existing Equipment to State Inventory

1) Equipment Qualifications - In order for equipment to be considered as an asset for addition to the VADSS Inventory, it must meet the following criteria:

- Equipment must have at least twelve (12) months remaining on the original manufacturer's warranty.
- Equipment must have been acquired from an authorized/approved Commonwealth of Virginia and Virginia Department of Social Services contract vendor.
- Equipment must run at least one (1) VADSS Supported Application. The application(s) may be "accessed" from the CPU or "launched" from the Internet Browser. Microsoft Office productivity tools like Word and/or EXCEL do not qualify as VADSS Supported Application.
- CPU transfers must meet the minimum specification detailed in Table 2:

VADSS Minimum Specifications for CPU Transfers to VADSS Inventory:

Processor	Pentium 4 - 1.33 GHz, 256K Cache
Memory	256 MB RAM
Keyboard	PS/2
Monitor	17"
Video Card	Integrated Video Support with 4MB Memory
Hard Disk Drive	20GB Hard Drive
Floppy Disk Drive	3.5 inch, 1.44MB, Floppy Drive
Operating System	Windows 2000, SP2, NTFS, CD, English
Mouse	PS/2 2-button mouse
NIC	Remote 10/100 NIC
CD-ROM or DVD-ROM Drive	CD-ROM, EIDE, 48X
Sound Card	Integrated Sound Blaster Compatible Sound
Documentation Diskette	Operating System Restore Disk

Table 2

2) Asset Tag Request Procedure:

Questions regarding asset tags may be directed to the DIS Helpdesk via:

Phone: 800-223-8846

Email: dishelpdesk@dss.virginia.gov

To request a State asset tag number, you must call the helpdesk in order to facilitate that process. The “[Adding Equipment to State Inventory](#)” form may be obtained online. You must complete the form for all equipment, and then fax it back to the helpdesk at 804-786-0956.

The locality will complete the paperwork, get the appropriate signatures, and pouch the form back to the DIS Helpdesk. Below is the link to the form:

[Adding Equipment to State Inventory FORM](#)

Send completed form to:

DIS Helpdesk – Asset Management Team
VADSS Home Office
2nd Floor
7 N. 8th Street
Richmond, VA 23219

Upon receipt of the properly executed paperwork the DIS Helpdesk will update the asset management system and forward the asset tags to the agency via the pouch

D. Warranty Replacement

If you experience a problem with computer equipment; including keyboards, mice, monitors and printers, place a call to the VADSS DIS Helpdesk.

The following information is required to facilitate a Warranty Replacement activity:

- VADSS Asset Tag Number
- Serial Number
- Vendor - Make / Model

The DIS Helpdesk will verify warranty status, and if the system is still under warranty a conference call between the agency representative, DIS Helpdesk staff, and the manufacturer's support organization will be placed.

The manufacturer's technician will troubleshoot the problem over the phone, limiting the exercise to no more than forty-five (45) minutes. If manufacturer's telephone technician determines the problem to be hardware related and/or the call exceeds forty-five (45) minutes, the vendor will dispatch a field technician to the local agency to resolve the issue. The field technician will contact the agency directly to schedule the on-site visit, requesting any required parts be shipped overnight to the locality.

***** NOTE: When the issue resolution requires the replacement of a new hard drive by the manufacturer's field technician, a call must be made to the VADSS DIS Help Desk to generate a Work Order for the VADSS regional CNST to install the Standard Software Image on the new hard drive. *****

E. Break Fix Replacement Program

What is the “Break Fix” Replacement Program?

The “Break Fix” Replacement Program is a service provided by VADSS through the DIS Help Desk and Desktop Support Teams. The program facilitates the replacement of VADSS computer equipment with comparable components from the Central Office or other local agency inventories.

What equipment is covered under the “Break Fix” Program?

- Only computer equipment with a VADSS Asset Tag
- Only computer equipment that is non-functional and/or no longer actively deployed in a local agency. Confirmation may be required through a regional CNST or Central Office Desktop Support Staff before final authorization.
- Black & White Desktop Printers
- Monitors

***** NOTE: CPUs are no longer part of the “Break Fix” Program. CPU’s that are no longer under manufacturer’s warranty that fail prior to being replaced through the Desktop Standardization should be submitted to the DIS Help Desk Asset Manager for review on a case by case basis. VADSS is actively replacing all Desktop and Laptop equipment with expired warranties, but a locality may experience an issue prior having its existing equipment replaced. *****

How are “Break Fix” requests processed?

Contact the VADSS DIS Help Desk at 1-800-223-8846, and request a “Break Fix” replacement.

The following information is required for a “Break Fix” request:

- VADSS Asset Tag Number
- Serial Number
- Vendor - Model/Type
- Description of problem
- Contact and shipping information

All requests are reviewed by the VADSS DIS Helpdesk – Asset Manager, and processed by the Desktop Support Team based on the above guidelines and availability of replacement inventory.

F. Dept. of Social Services - Supported Software

Current Desktop Software Components Supported by VADSS

**Microsoft Windows 2000
Microsoft Office XP Standard
Attachmate's Infoconnect 2001
Norton Antivirus**

The following software is not supported by DSS, but is approved for installation on systems where the Agency / Division / Department have obtained permissions from the VADSS DIS Help Desk.

**Microsoft Access
Microsoft Visio
Microsoft Project
Microsoft Project Central**

- Help is available in each product by pressing the F1 key.
- If technical support is required, the local agency may contact Microsoft at:
www.microsoft.com

***** NOTE: Local applications are not supported by VADSS, but may be installed on VADSS equipment as long as there is not a conflict with the VADSS Standard Software Configuration and the VADSS Security Team has provided authorization. *****

***** Note: Applications developed in Microsoft ACCESS will not be supported by the VADSS DIS Help Desk. The staff developer of the application(s) in Microsoft ACCESS will be solely responsible for any/all system(s) support and compatibility assurance with the current VADSS Software Standards. *****

***** Exception: Legacy Systems developed in ACCESS, currently linked to existing state supported applications, will be supported until they are converted. *****

Database Environments supported by VADSS

**DB2
DMS1100
IMS
Mapper
Oracle**

G. Request for Temporary Removal of Computer Equipment from Central Office

Department of Social Services staff needing to temporarily remove computer equipment (Desktop PCs, Laptops, Monitors, or Printers) from the Central Office, should first contact their immediate supervisor for approval, and then contact the VADSS DIS Help Desk.

The requesting staff should obtain the “[Equipment Loan Form](#)” online.

The requesting staff should print and complete the form, obtain the appropriate signature(s), and submit a copy of the form to the VADSS DIS Help Desk.

When the staff returns the equipment to the Central Office, the staff will need to obtain the final signature(s) on the “[Equipment Loan Form](#)”, and submit the executed original to the VADSS DIS Help Desk

H. On-Line Help Desk Ticket Creation

The Department of Information Systems (DIS) Customer Care Unit utilizes the Magic Service Desk system to capture, route and resolve issues for the VDSS community.

Customers that prefer to communicate issues to the DIS Help Desk, without calling the toll-free number or sending an e-mail, may create a Help Desk ticket on-line.

Click the following [link](#) to launch the Magic Self-Service Help Desk feature:

- [Create an On-Line Help Desk Ticket](#)

Enter your Login ID (your VDSS e-mail prefix)

Click the “SIGN IN” button (password not required for Self Service feature)

Click the “SSHD On-Line Ticket Request Form” link

Enter the specific details of your issue in the “Issue Description” section

Enter any additional information in the “Notes” section

Click the “SUBMIT” button

Record the “Incident #” for follow-up reference

Click the “LOGOUT” button to exit

A DIS Help Desk specialist will contact you regarding the resolution and/or escalation on the issue within forty-eight(48) hours.

I. Additional Information

When calling or e-mailing the DIS Helpdesk, there is some standard information that is required in order to process your request timely.

For requests to have a password reset the following information is required:

Logon id for that system
Welcode (**IE: WELABC123**)
Phone number

For **Medicaid** or **VaMMIS** - Your E-code is required
IE: E6ABC, E6123, E6AB1

For **ADAPT** or **UNISYS** - Your long WEL code is required
IE: WELABC123

For **APECS** – Your short WELcode is required
IE: WELABC

For **STARS** or **TAX** - Your TAX ID and operator number is required:
IE: TAX1234 operator # 5678

For **EBT**- Your VA logon ID is required:
IE: VABCD123

For **E-Mail** – Your e-mail address is required
IE: abc123@dss.virginia.gov

NOTE: For any other systems, please provide your logon id. If you do not know your logon id for the system in question, see your Security Officer prior to calling the helpdesk

To report a problem regarding a case, the following information is required:

Case #
Case Name
Client ID #
Social Security #
Member #
Registration #, **if applicable**
Recipient ID #, **if applicable**
Recipient Name, **if applicable**
WELcode
PID # - If receiving a **Red Screen** or reporting printing problems
Problem Description

For reporting issues regarding hardware or software, the following information is required:

State asset tag # on the equipment
Serial number
Manufacturer
Model
Cost Code, if ordering software
Project Code, if ordering software
Problem Description

To report problems with your XEROX N4525, the following information is required:

Please provide the printer \$ number
IE: \$123

Please provide the printer N21R number
IE: N21R123

Please provide the printer CSP1LU number
IE: CSP1LU12

The helpdesk has the ability to stop and start these printers, however, make sure that you reset the printer on your end prior to calling the helpdesk.

J. Contact Information

You may contact us at:

DIS Helpdesk

Phone: 800-223-8846 Option 1

Fax: 804-726-7894

Email: dishelpdesk@dss.virginia.gov

Paul Staton

Customer Care Center Manager

Phone: 804-726-7725

Fax: 804-726-7894

Email: paul.staton@dss.virginia.gov

Jeanne' Thompson

Customer Care Center Supervisor

Phone: 804-726-7805

Fax: 804-726-7894

Email: jeanne.thompson@dss.virginia.gov

Curtis Walker

Customer Care Center Supervisor

Asset Manager

Phone: 804-726-7710

Fax: 804-726-7894

Email: curtis.walker@dss.virginia.gov